

APPENDIX C -

Regional Library Staff - Web Survey - Summary Report

Please indicate the regional system for which you work.

| Value | Count | Percent % |
|-----------------------------------|-------|-----------|
| Blue Grass Regional Library | 5 | 8.1% |
| Caney Fork Regional Library | 3 | 4.8% |
| Clinch-Powell Regional Library | 5 | 8.1% |
| Forked Deer Regional Library | 5 | 8.1% |
| Fort Loudoun Regional Library | 2 | 3.2% |
| Highland Rim Regional Library | 7 | 11.3% |
| Nolichucky Regional Library | 5 | 8.1% |
| Reelfoot Regional Library | 6 | 9.7% |
| Shiloh Regional Library | 7 | 11.3% |
| Upper Cumberland Regional Library | 7 | 11.3% |
| Warioto Regional Library | 5 | 8.1% |
| Watauga Regional Library | 5 | 8.1% |

Please indicate the position or title that you hold. (e.g., administrative assistant, cataloger, etc.)

| Count | Response |
|-------|---------------------------------------|
| 1 | Acquisitions |
| 1 | Acquisitions Coordinator |
| 1 | Acquisitions Coordinator Library 4 |
| 4 | Administrative Assistant |
| 1 | Administrative Assistant Services III |
| 3 | Administrative Services Assistant |
| 1 | Administrative Assistant |
| 1 | Audiovisual Coordinator |
| 1 | Bookkeeper |

| Count | Response |
|-------|--|
| 2 | Cataloger |
| 1 | Cataloger/Backup Tech coordinator |
| 1 | Clerk |
| 1 | Level 4 Library Assistant |
| 1 | Level 4 Library Asst, Administrative Services Asst Back-up |
| 1 | Library & back-up technology assistant |
| 1 | Library Assistant |
| 1 | Library Assistant & |
| 1 | Library Assistant 4 (Cataloger) |
| 6 | Library Assistant IV |
| 1 | Library Assistant IV, Technology Coordinator |
| 1 | Library Assistant IV/Acquisitions |
| 1 | Library Assistant/Cataloger |
| 1 | Library Clerk |
| 1 | Library clerk/ cataloger |
| 2 | Outreach Librarian |
| 2 | Outreach Services |
| 1 | Outreach Services Clerk |
| 1 | Outreach Services Librarian Asst. |
| 1 | Outreach services coordinator |
| 1 | System Administrator |
| 1 | Tech Coordinator - Library Asst IV |
| 1 | Tech Coordinator, Cataloger |
| 1 | Technical Coordinator |
| 1 | Technical Services Coordinator-Cataloger |
| 1 | Technology / Outreach Assistant |
| 3 | Technology Coordinator |
| 1 | administrative assistant |
| 3 | cataloger |
| 1 | cataloger/library aide |
| 1 | clerk |

| Count | Response |
|-------|-----------------------------|
| 1 | library assistant/cataloger |
| 2 | outreach services clerk |
| 1 | technical processor |
| 1 | technology coordinator |

Please rank the following services in terms of their importance to the SMALLEST libraries in your primary service area.

| Item | Total Score ¹ | Overall Rank |
|--|--------------------------|--------------|
| Technology support | 604 | 1 |
| Cataloging of State purchased materials | 592 | 2 |
| Cataloging of locally purchased/donated materials | 509 | 3 |
| Ordering of books and other library materials | 483 | 4 |
| Physical processing of State purchased materials | 472 | 5 |
| Consulting/professional assistance | 462 | 6 |
| Physical processing of locally purchased/donated materials | 395 | 7 |
| Continuing education | 373 | 8 |
| Outreach to children | 327 | 9 |
| Outreach to seniors | 263 | 10 |
| Outreach to rural/underserved areas | 258 | 11 |
| Group purchasing of equipment and/or supplies | 193 | 12 |
| Other (please specify below) | 91 | 13 |

¹ Score is a weighted calculation. Items ranked first are valued higher than the following ranks; the score is the sum of all weighted rank counts.

If you selected "other," please specify here.

| Count | Response |
|-------|------------------------------|
| 1 | Av material |
| 1 | Courier Service for ILL |
| 1 | Courier for Local ILL System |

| Count | Response |
|-------|--|
| 1 | Delivery of processed materials |
| 1 | E-rate assistance |
| 1 | ERATE |
| 1 | Helping the libraries do inventory or weeding, and collection development. |
| 1 | Inventories & helping with anything else that needs to be done in the library |
| 1 | Maintaining shared automation system |
| 1 | Maintaining the Region-wide Automation System-Combined Catalog |
| 1 | Millennium shared Library OPAC + Courier loan service |
| 1 | READS and TEL |
| 1 | Work for librarian in case of emergency and delivering materials to the library. |

Please rank the following services in terms of their importance to the MEDIUM-SIZED libraries in your primary service area.

| Item | Total Score ¹ | Overall Rank |
|--|--------------------------|--------------|
| Technology support | 636 | 1 |
| Cataloging of State purchased materials | 584 | 2 |
| Consulting/professional assistance | 489 | 3 |
| Physical processing of State purchased materials | 466 | 4 |
| Cataloging of locally purchased/donated materials | 465 | 5 |
| Ordering of books and other library materials | 450 | 6 |
| Continuing education | 412 | 7 |
| Physical processing of locally purchased/donated materials | 355 | 8 |
| Outreach to children | 304 | 9 |
| Outreach to seniors | 266 | 10 |
| Outreach to rural/underserved areas | 255 | 11 |
| Group purchasing of equipment and/or supplies | 196 | 12 |
| Other (please specify below) | 92 | 13 |

¹ Score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is the sum of all weighted rank counts.

If you selected "other," please specify here.

| Count | Response |
|-------|--|
| 2 | Courier for Local ILL System |
| 1 | Delivering materials to the library. |
| 1 | Delivery of processed materials |
| 2 | E-rate assistance |
| 1 | Inventories & helping with any work that needs to be done in the libraries |
| 1 | Inventory, weeding the collections. |
| 1 | Maintaining shared automation system |
| 1 | Maintaining the Region Wide Automation System and Combined Catalog |
| 1 | Millennium shared Library OPAC + Courier loan service |
| 1 | READS and TEL |

Please rank the following services in terms of their importance to the LARGEST libraries in your primary service area.

| Item | Total Score ¹ | Overall Rank |
|--|--------------------------|--------------|
| Technology support | 600 | 1 |
| Consulting/professional assistance | 525 | 2 |
| Cataloging of State purchased materials | 484 | 3 |
| Continuing education | 469 | 4 |
| Ordering books and other library materials | 414 | 5 |
| Physical processing of State purchased materials | 409 | 6 |
| Outreach to children | 332 | 7 |
| Outreach to rural/underserved areas | 304 | 8 |
| Outreach to seniors | 300 | 9 |
| Cataloging of locally purchased/donated materials | 296 | 10 |
| Group purchasing of equipment and/or supplies | 236 | 11 |
| Physical processing of locally purchased/donated materials | 220 | 12 |
| Other (please specify below) | 107 | 13 |

¹ Score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is the sum of all weighted rank counts.

If you selected "other," please specify here.

| Count | Response |
|-------|---|
| 1 | Courier Service for ILL |
| 1 | Courier for Local ILL System |
| 1 | Delivering materials to the library. |
| 1 | E-rate assistance |
| 1 | E-RATE |
| 1 | Inventory and weeding. |
| 1 | Library OPAC + Courier loan service |
| 1 | Maintaining shared automation system |
| 1 | Maintenance of the Region Wide Automation System and Combined catalog |
| 1 | Most of these categories do not fit in with our large libraries. |
| 1 | READS and TEL |

Head Start Programs/Daycare Centers Currently Served

| Count | Response |
|-------|--|
| 1 | 17 |
| 1 | 14 |
| 3 | 16 |
| 6 | 17 |
| 1 | 17 Head Start - 0 day care |
| 1 | 17 Head Start Programs / 0 Daycare Centers |
| 1 | 17 Head Starts/ 0 Daycare |
| 1 | 17 Head Starts / 0 Daycare Centers |
| 5 | 21 |
| 6 | 22 |
| 4 | 32 |
| 5 | 35 |
| 7 | 38 |
| 3 | 40 |
| 4 | 47 |

| Count | Response |
|-------|----------------|
| 1 | 47 Head Starts |
| 1 | 48 |
| 1 | 57/5 |
| 4 | 62 |
| 1 | Yes |

Senior Housing/Nursing Homes Currently Served

| Count | Response |
|-------|------------------------|
| 5 | 0 |
| 7 | 10 |
| 1 | 12 |
| 2 | 15 |
| 5 | 19 |
| 4 | 20 |
| 1 | 23 |
| 6 | 29 |
| 7 | 30 |
| 5 | 6 |
| 3 | 8 |
| 5 | 9 |
| 1 | None |
| 1 | O-Service discontinued |
| 1 | Yes |

Community Deposit Stations (post offices, stores, etc.) Currently Served

| Count | Response |
|-------|------------------------|
| 7 | 0 |
| 1 | 0-Service discontinued |
| 1 | 1 |

| Count | Response |
|-------|--|
| 2 | 10 |
| 1 | 10 mostly seniors/Centers, etc |
| 1 | 10 mostly seniors/centers, etc. |
| 9 | 11 |
| 1 | 12 |
| 5 | 13 |
| 7 | 18 |
| 4 | 2 |
| 5 | 4 |
| 5 | 5 |
| 1 | None |
| 1 | None, cut several years ago during budget cuts |
| 1 | Saulsbury Community Library |

Other Sites Currently Served with Outreach Collections

| Count | Response |
|-------|--|
| 4 | 0 |
| 1 | 1 |
| 1 | 1 (Home) |
| 1 | 1 Saulsbury Community Library |
| 1 | 1-town library |
| 1 | 2 |
| 1 | 2 (1 housing authority & 1 rehab center) |
| 1 | 2 (Other Senior areas) |
| 1 | 2 City Hall/Community Centers |
| 1 | 2 City Halls/Community Centers |
| 1 | 2 Senior Citizens |
| 1 | 2 Senior citizens |
| 1 | 2 city halls/ 2 community centers |
| 1 | 3 Special Children's Facilities |

| Count | Response |
|-------|--|
| 1 | 3 Special Children's Facilities |
| 1 | 3 at-risk special children's facilities |
| 1 | 4 |
| 1 | 4-Rutherford Co Workhouse-TN. Rehab Center-Westbrooks Towers-Murfreesboro Parks & Rec. |
| 1 | 4-Rutherford Co. Workhouse-TN Rehab Center -WestBrooks Towers-Murfreesboro Parks & Rec. |
| 1 | 4-Rutherford Co. Workhouse-TN Rehab Center-Westbrooks Towers-Murfreesboro Park and Rec Center |
| 1 | 40 (Pre-K) |
| 1 | 40 Pre K |
| 1 | 8 developmental centers and preschools |
| 1 | 8 : Development centers, preschools |
| 1 | At risk/Special children's facilities |
| 1 | At-risk/Special Children's facilities |
| 1 | Day Cares and At-Risk/ special children-11 |
| 1 | Network - Public Access Internet to 14 libraries & Databases to 3 Libraries |
| 1 | None |
| 1 | Pre-K – 40 |
| 1 | Pre-K – 40 |
| 1 | Pre-K – 40 |
| 1 | Rotating DVDs and Audio Books |
| 1 | Rutherford Co. Workhouse |
| 1 | Rutherford County Workhouse, Tn. Rehabilitation |
| 1 | Rutherford Workhouse - Tennessee Rehab. Center - Westbrooks Towers - Murfreesboro Parks and Rec. |
| 1 | Salisbury, TN is a Community Library |
| 1 | adult activities centers(3) |

The outreach services provided by regional libraries are usually directed toward serving "end-users" rather than toward local libraries. Share your thoughts on what will be lost if outreach services provided by the regions are reduced or eliminated.

| Count | Response |
|-------|--|
| 1 | People who are not able to get to a library will not have access to reading/listening materials. |
| 1 | Programming for children and Seniors |
| 1 | The "end-users" will only have limited access to materials. |
| 1 | This is still a very rural area of the state that we live in. That being said it is very important that we continue the services we provide to our rural communities through their Head Starts, Day Cares, local stores and Post Office's. We provide books and reading materials that would otherwise not be available to many of the people in those areas. I have been told personally by several individuals in these outlining areas that they would not have the same opportunity as the people in town without our support. |
| 1 | The biggest hit would be for the senior citizens in the need for large print materials. They are expensive and the local libraries do not have the funds to purchase these materials. In addition they have minimal staff and not enough resources to continue the outreach for Head Starts, daycares or senior citizens. |
| 1 | Our local libraries are staffed by 1 -3 people. We go as far out 20 miles from the library. One the library doesn't have the staff or the time. |
| 1 | Outreach services is a completely separate service provided by regional libraries that the small to medium size libraries do not have time or staff to handle. As far as children's services, most of the small libraries only offer a state sponsored Summer Reading Program and have no space or staff for story times for children. |
| 1 | The idea of offering separate services to senior centers, nursing homes, etc., would probably not even occur to the small libraries. Since bookmobiles were eliminated, providing service to book deposit stations using state vans is not viable anymore. On the other hand, outreach services, such as supplemental materials to head start centers delivered 3 to 4 times a year is a more feasible and manageable service option. |
| 1 | Our Head Starts, nursing homes and daycares will be left out of having any kind of services or support. The summer reading program will be missed and this is the only encouragement to read that some of these children will receive. This past summer we did 14 different summer reading programs with an attendance of 1420 children. Those are the children that will suffer the loss of our support. The Head Starts and daycares will be without the help and support of getting materials for their programs and children. The nursing homes will miss out on getting materials like craft books, westerns, picture books, and romances. Our other stations that are out in the sticks will not be able to get the reading materials that they need because it's too far for them to travel or they are elderly and have to depend on others for a ride. There are some with little children that come to these Book deposits expecting new children's books. Homeschooled children come to these deposits to get materials that they need for their assignments. These Book deposits are there to help our patrons no matter what their circumstances might be. Outreach service is just that we go to the patrons that need our hand. |
| 1 | The Head Starts will not be able to go to the library and get books that go with their lessons plans for they are not staffed for that purpose. Nursing homes and skills centers and also not staffed for that purpose so will not have books on hand for their patrons to use either. The regional libraries provide that service at no charge to them. They will be losing a free service to them without the outreach service provided by the State of Tennessee. |
| 1 | The majority of our libraries do not have a Children's Librarian to develop and present story hours like our outreach services do. Also, most of the libraries do not have the resources: staff, time, or money to develop and deposit the different collections (daycares, head-starts, Pre-K's, and nursing homes) that our outreach is presently doing. |
| 1 | To lose Outreach service to Head Starts, daycares and public libraries would be a very sad loss - I can't count the number of children who have been encouraged and inspired to love reading by the books, |

| Count | Response |
|-------|--|
| | materials and programs provided by Upper Cumberland's Outreach service, especially those children that would otherwise not have had access. That is as true today as it was 30 years ago despite our more mobile society and new technology. |
| 1 | The Daycare Centers, Head Starts - the term no child left behind. Most of the children we deal with are from low income families. Senior Housing/Nursing Homes they don't drive or some are bed ridden. They would have to depend on an activities director to go and check out books for them. Community Deposit Stations even the people that drive sometimes they don't even drive into town. |
| 1 | Books for nursing homes, Pre-Ks & daycares would be very limited. Most local libraries don't have the resources to provide items & this service would be lost. |
| 1 | The seniors citizens that we serve await the bookmobile's arrival with smiling faces and looks of great anticipation. By reading that newly deposited book, these elders may be making the only trip they are able to make-the trip made in their imaginations. By reading they may also be transported to a time in their live of happy remembrances. Of all to which we provide outreach, this group is the most important. |
| 1 | Most of our libraries are only a one person staff and cannot pick up the services we provide for outreach. They simply don't have the funds or time to do so. |
| 1 | The burden will fall on local libraries and they are already over-burdened. My concern is that the services will be dropped entirely due to lack of personnel and funding (transportation costs will be prohibitive). |
| 1 | I think that providing outreach to Head Start and daycares is essential to help promote literacy, in rural areas particularly. Some of these children will never see the inside of a library. Many seniors use reading as a way to keep their mind active. Local libraries do not have the resources to fill the gap and provide books to these readers. Also, part of the outreach that we provide is Puppet shows for Summer Reading Program. The smaller libraries cannot afford to pay entertainers for their SRP. In some small libraries the regional puppet show is the one big program they have. |
| 1 | The pre-K. daycare and senior homes will lose the most. Most libraries (small, large or medium) are reluctant to service these groups. |
| 1 | This service is important to our day care, Head Starts, and seniors especially. These are people who depend on others to carry them wherever they go. Books that are available at stations we serve give these people access to books anytime. Directors and teachers have limited funds and time as we do in the library business. This service is the only exposure to books that some of the children have in Head Starts. The teachers have all told me this as I have delivered books for 30 years and found out first-hand how important this service is to these children. The teachers resources are also limited. Even though the library may try to help they also have limited amounts of books to share. With our rotating books there are many more choices for these stations. They look for books for their lesson plans and have to cover more subjects than ever before. Our seniors are not able to get to the library as well as most people. I have a husband that is disabled and an eighty four year old mother who can barely walk. They have a hard time just getting in and out of a car. If books are available at nursing homes, senior citizens, and assisted living centers this would help them so much. |
| 1 | Since we only serve Head Start Centers, the Head Start Centers would lose the use of books that we rotate to each center 3 times a year. |
| 1 | I grew up in the country, 18 miles from town. We had a bookmobile station down the road at a country grocery store that we used as our source for reading. Oh, the happy memories of watching for the bookmobile to arrive! And mercy, the folks who gathered to meet the bookmobile to pull their own books, also used the time to visit with friends and neighbors. So it was a major community event as well. We went to town every Saturday, but seldom used the public library since our needs were met at our bookmobile station. The old-time service to rural outposts will be certainly lost. I do know that today's lifestyle of easy access from the country to the city has made local library services more accessible than ever before. The need for outreach service in rural West Tennessee is probably pretty much a thing of the past. Good roads, town jobs, more automobiles per home allow easy daily access for many families. It seems we now mostly provide services to sites that are within the city limits and usually fairly close within a four miles or less radius to a public library. The majority of sites currently served by the regional library are pre-school and after school age children or the elderly that would be easily picked up from the local library. The few remaining |

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- community stations have a much lower circulation than even 10 years ago. It may seem that the stations are catering to the few instead of the many. A major concern for local libraries to pick up those services would be having the variety of appropriate materials to properly serve those clients. If some regional centers are closed, those particular holdings would need to be divided among the public libraries to help alleviate this problem, but the local libraries are going to need to increase their materials collection budget substantially IF they wish to absorb this service. And they are finding it harder and harder to keep a fresh collection with the shrinking budget dollars they possess.
- 1 We provide books to Head Starts, Daycares, & Pre-K programs that would not normally have access to the different kinds of books we provide. The local libraries do not have enough books, staff, & or time to provide to each program in their county.
- 1 The Head Start teachers would have to go the public library to choose books and materials to be used in their programming.
- 1 Our outreach service is so important to our seniors and children in TN. Our children are our future in Tn. We need to give them every opportunity to succeed. We are providing this with the collection of books that we leave in our centers. All of the seniors in our nursing homes and assisted living centers would not have the ability to get reading materials. The activity directors in these centers are stretched so thin they would not be able to run to the library every time a patron needed reading material.
- 1 The biggest loss to our patrons if outreach services are cut will be for the children of the head starts and daycares throughout our region. Many of these facilities depend upon the region to provide materials that instill a lifelong love of reading as well as helping in their individual reading skills. The second biggest loss will be to our senior citizens at senior centers, assisted living facilities and nursing homes. Many of these individuals are of fixed income, limited travel options or various other impediments to the access of local libraries. I am always greeted enthusiastically wherever I go and am told how much they enjoy the books that I bring. Third on the list would be the rural book deposits. The parallels that can be drawn between rural outreach deposits and the senior and children's outreach deposits are many. The recession has hit rural families hard and many patrons are not able to spend the extra money to go to a library that may be up to thirty minutes away. Children's and juvenile/young adult books are also brought to these rural deposits again to entertain, educate and reinforce reading skills. The region provides many great outreach services and there would no doubt that the residents and communities of our region would miss this invaluable service
- 1 Seniors and children who are the least mobile of our population will lose access to books and programming provided by the Region.
- 1 Our head starts will suffer because they won't have as many resources available for teaching the students. The patrons in the public libraries will not have the availability of as many new DVDs and Audios as they do not. All of our public libraries do not have resources to purchase these on their own.
- 1 Clinch-Powell's outreach program is vital to our libraries, daycares, Sr. Centers and Head Starts. Our libraries do not have the books, time, and staff to service these very necessary programs. Clinch-Powell is able to supply new books, DVDs and CDs to our libraries and centers quarterly. The staff at our Sr. Centers and daycares say they do not have the time to visit their public libraries for new material and they are not willing to be responsible for material checked out by them and taken home by their patrons.
- 1 Since the local libraries are doing the outreach in their service areas, the only "loss" to 'end-users' in our region is duplication of services.
- 1 We service Head Starts, daycares and pre-schools in West Tennessee. This is very important to me because Tennessee rates so low in standings for reading. This is one way we can get books into the hands of small children early. We service Nursing Homes and Assisted Living Homes. Many of these will not get books that are Large Print. Elderly people need to keep their minds active and alert. We leave a variety of books to help keep their minds sharp. By doing outreach to these places, we can relieve some of the pressure from the libraries. If the Outreach services are eliminated, it will put a hardship on a lot of our libraries. They do not have enough staff, time or finances to do all that we do. We have tried to be an extension of each of our libraries. We are servicing areas that books are required. Most of the seniors do not want to read books on the computer, MP3 players or e-books. They want a hard copy in their hands. The children, we deal with will learn how to use computers, but what if that computer goes down, how will they know how to get answers. Yes, technology is important but our Outreach is equally important. If we continue

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to have to deal with "No child left behind" they will still need books. This is our job to provide them to young and old alike.

1 Most of the rural areas in Middle Tennessee are distanced away from the local libraries, so that most home bound, physically disabled or senior citizens cannot reach them as easy. Some of these people live on very limited incomes and books are the only outside resource they can enjoy. That being said, we also provide a means of continuing education for them, they could not otherwise have. Just having this support is very important to the people of Tennessee. We also provide storytime/puppet programs for Head Start Programs and daycares who cannot get out otherwise to encourage reading. Our Regional System has been in existence since the 1940's and has continued to support the local library and underprivileged people of Tennessee. We have gone through many changes over the years, but denying the people of their one last right to free Education would be lost. We have been told by many people that we provide a very valuable service. Providing service to Head Starts, daycares and nursing homes is very important. Also, working with the school system could be another way we could provide for the children of Tennessee.

1 There are a lot of childcare facilities that serve low-income children with overworked staff. The children we serve will not be exposed to nearly as much literature and reading opportunities if we cut this service off. The childcare workers don't have time to go to local libraries to have a constant new supply of books. Also, we provide books according to each facilities curriculum which provides them with material they would otherwise not have access to. There are a number Senior Housing facilities that we also service. These people most often are not able to get out on their own. There are a number of ecstatic patrons we serve who count on the fresh supply of books we provide as most of these facilities have very limited reading options. Without a doubt we will have some very disappointed patrons if these services are eliminated as we in many cases are their only or main source of reading materials.

1 I have had the opportunity the last month to work with outreach and I don't see this program being carried on by most of our local libraries because of funds, staff size and the time it takes to deliver to all daycare/Head Starts, nursing homes etc. This program has been a real treasure to all the stations I have visited. Everyone looks forward to the "ladies from the library". It brings small communities together at beauty shops; some daycares ONLY have the books from our region for their lesson plans. The outreach is a bigger part of the regional system on our West Tennessee area than I had realized. It truly reaches parts of our region that do not, cannot or not able to get to the public library because of location, age, physical ability. This will be a great lost for the Forked Deer Regional Library area.

1 Murfreesboro Parks and Rec, Westbrooks Towers, Rutherford County Work House, Tennessee Rehabilitation

1 We have suggested to our bigger libraries to implement a program from their library for the senior citizens, nursing homes, daycares, and Head Starts, but their complaint was that they wouldn't have the staff to take care of the deliveries and pickups. As far as having the outreach workers or Head Start/daycare teachers, we haven't said anything to them about using the libraries for checking out books for them to use. So, we don't know if that will be an advantage for them or a disadvantage. We had no reason to since we were delivering and picking them up. I could do a survey and see what answers I get. Part of my job is managing our Head Start rotations. Fifty-seven of the number above (62) is Head starts. I deliver to their main offices and they take the books to the Head Starts. Time, money, and personnel are the librarian's main objection.

1 I think the people who really appreciate these services are the ones who are not able to get to their local libraries to check out books. Several of the seniors we serve are not able to physically do much but they really enjoy reading as for the Head Start Programs I think reading is the basis for all learning. People in the rural areas don't always have transportation to get to their local Libraries. Every time we go out on outreach trips everyone always tells how much they appreciate what we do.

1 Outreach was built on the foundation of the "end-users" inability to be provided library service. While circulation statistics show minimal usage at certain locations throughout the state other outreach services provided compensate for those areas. By eliminating or even reducing outreach services in underfunded areas would be a great loss for the development of education in which outreach provides. Head Start, Daycare and Senior Centers depend solely on the services provided by the regional libraries due to the fact that no funding is available for their facilities. However reductions can be made accordingly to the areas in question but eliminating totally would just add to the lack of much needed programs for those centers. To get a true understanding of the outcome in cutting outreach services one would have to have experienced the

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privilege of providing these services such as book deliveries made to senior centers and the impact outreach staff have on our seniors who look forward to that one book coming that is going to brighten their day. To give them the ability to live outside their world for just the length of a good book is amazing. To see the faces of the daycare and head start children when new exciting books are delivered and read to them and especially to be a part of the puppet show that brings them fun and educational encouragement that they may never experience for many different reasons. I have had the opportunity to actually be a part of that service provided by our regional outreach program and the impact on me alone was humbling. Some time ago I filled in for an outreach staff member for a scheduled puppet show in a low income rural area of Tennessee. On this particular visit after we had set up for the show which I may say is some of the greatest children's program talent I have seen, we had one child that was able to make it. Having never presented a show I just assumed we would postpone it for a better day of attendance. I was immediately educated by the outreach staff that if one child came or if one hundred came the show still goes on in full swing. And it did! I will never forget the look on that little boy's face after the show and how the staff took time to introduce him to the puppets and encourage reading books from the library. For some families that is the only means of any extra fun type of development education they may get that doesn't cost. Yes, services must take funding cuts as we weather hard financial times but Abraham Lincoln once said "The things I want to know are in books; my best friend is the man who'll get me a book I ain't read." Regional Library Outreach is that best friend to many eager minds.

1 The individuals receiving services now will not be served at all. Local libraries are operating with very limited staff and will not have the staff or resources to serve these individuals.

1 Head Starts and daycares would not have the rotation of new materials every 3 to 6 months, and they don't have the budget to purchase these books, and the libraries doesn't have the time or resources to deliver books to the Head Starts or daycares, and the senior centers, I don't see the libraries delivering to them either, because they just don't have the resources. So our children and seniors will be left out.

1 At this time I see very little lost to the end-user. We cannot get clear records of the use in the Outreach stations, Senior Housing, Nursing Homes and Children served. If the Directors of these facilities came to the library for the materials they need, then we would have a better uses count. If they come for materials at least we know there is a need. Now most just expect our offerings of material, with us never fully knowing the use. They are on a shelf or cart where we placed them when we return three months later. Most of the libraries in our region are short on staff, but some have already taken on some of the outreach stations and are finding success. I began at the region in the outreach and for some 20 years it has been declining in users and in the effectiveness of the original Bookmobile program.

1 Some of these "end users" will not be able to get to the library to have the use of books and other materials if the outreach program is reduced and especially if it is eliminated. After all, this is the reason regional libraries were formed in the first place.

1 Most of the people served by the regional libraries are those "users" who are unable to get out into society. Nursing Homes, Head Starts, Day Cares and At-Risk are all facility bound "users". Materials are delivered and also programs are given to encourage "users" to continue to learn. These materials also help the employees whose job of teaching and learning are part of their responsibility to those in their care. Outreach also rotates these materials so everyone can benefit from facility to facility. If this service is eliminated those "users" are the ones in society that are constantly being cut out of any benefit. We are taking a step back instead of stepping forward to help those who need extra help in life. Those who are facility bound usually do not have a choice concerning their arrangement and are at the mercy of what is available to them. We want to provide them with good materials that will be helpful and pleasurable. These "users" are the out of sight, out of mind folks who always seem to get the axe when it comes to services. They are the public as well as anyone. Public libraries in our region have been unable to help those facilities. They do not have the employees or resources to cover those services. We can provide these services.

1 Not familiar with the term "end-users". I have been working with outreach for 25 years and find it to be more important than ever as society is becoming fast-paced and many persons who are not able to afford the new technology are left behind. Many seniors become prisoners in beautiful surroundings and books are their means of escape. We not only provide books to these people, we conduct programs that give them an opportunity to expand their horizons and participate as productive adults. They don't feel forgotten, and, remember, they still vote. They paid their taxes, they have earned our time and respect. We should not neglect these wonderful folks for the sake of a few dollars. Please take the time to come with me and look

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these people in the eye and tell them why this service is not valuable enough to maintain. Our children need to be encouraged to use their imaginations and books and storytimes open that window. Shall we allow them to go by the way of video games and television? I truly believe we will lose much of our culture and heritage along with our history. Where will they go for this? They need the exposure of books and stories to grasp the value of what is between the covers. Again, don't take this away from them in order to save a few dollars.

There should be no price tag on the opening up of young minds.

1 I think the Senior Centers will be greatly affected. Local Libraries cannot afford a large quantity of large print books because they cost more money. Head Start's and Day Care's will be greatly affected, because we bring them books according to what subjects they will be teaching that quarter. We order our bookmobile collection to help them teach these subjects. As a person who delivers these books, I get to see how much they appreciate them. I think it will make a terrible hardship to both outreach programs if they are discontinued.

1 Outreach services should be provided directly by the local libraries. Regional focus should be directed toward enabling (i.e. supporting connectivity and shared resources and consulting services) the local libraries to develop relationships within their communities. The regional library should not be the face the public recognizes.

1 I feel that if the outreach services are reduced or eliminated some children will not have access to books, this service also helps the teachers with their monthly lesson plans. Some of these centers don't have the extra money to buy books and with this service they have new books in and out of their classrooms on a regular basis.

1 Head Starts, daycare centers and Senior housing centers rely on our delivery services for books, etc. which would be difficult or impossible for them to obtain access to otherwise. They would lose a valuable teaching tool for the children, and also lose an alternative--reading-- to the insipid TV programs which are, many times, the only activity for those who can no longer get out as they once could.

1 The outreach provides large print materials to nursing homes because those readers are not able to get out to go to the library. The day care centers are able to request certain materials for the programs they are developing for their children. The deposit stations are very rural areas far from any library and this is the only way some would have access to new materials.

1 Most of our outreach focus at Watauga is towards the libraries. Since we have the Northeast Tennessee Library Network we are able to link the librarians in our region to one automation system so they are able to loan books throughout the region. This allows patrons to have a broader catalog of available materials within the region as we providing the means for the system and the couriering of requested items. Along with the automation system, we also provide public access to internet and databases which could be considered direct outreach to the public. Basically if our network went away the libraries budgets would be overwhelmed with technology and materials costs and the public would suffer as a result since the library would be required to reduce services due to lack of funding. At this point we do not charge the libraries for use of the network, so many of them would have to provide for their own internet connection and technology support. The libraries materials budget would be consumed with purchasing items that can currently be loaned from other libraries. As a result of regional services going away I could see public library resources (i.e. staff & budget) begin to stress under pressure due to demand from the public and budget constraints. Again creating an injustice to the public whom are in need of library services growing, not reducing.

1 The biggest loss to our patrons if outreach services are cut will be for the children of the head starts and daycares throughout our region. Many of these facilities depend upon the region to provide materials that instill a lifelong love of reading as well as helping in their individual reading skills. The second biggest loss will be to our senior citizens at senior centers, assisted living facilities and nursing homes. Many of these individuals are of fixed income, limited travel options or various other impediments to the access of local libraries. I am always greeted enthusiastically wherever I go and am told how much they enjoy the books that I bring. Third on the list would be the rural book deposits. The parallels that can be drawn between rural outreach deposits and the senior and children's outreach deposits are many. The recession has hit rural families hard and many patrons are not able to spend the extra money to go to a library that may be up to thirty minutes away. Children's and juvenile/young adult books are also brought to these rural deposits again to entertain, educate and reinforce reading skills. The region provides many great outreach services and there would no doubt that the residents and communities of our region would miss this invaluable service

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| 1 | The programs that we do are very important to senior citizens and children in Head Starts and day cares. Some of these people would never have books to read if the regional libraries didn't supply the reading materials. |
| 1 | Our Head Starts, Daycares, Nursing Homes, etc. will no longer be served. Local library directors tell us they do not have the staff or time to take care of them. |
| 1 | Outreach services provide materials for Seniors that are unable to go to libraries, but still have clear mind and cutting outreach says we don't care about those needs, and services to Head Start and Daycare, help supply fresh materials to a already stressed budget of their own and help grow and develop young minds that may someday have the answer to all the budget shortages across the world. Outreach to underserved communities supply information that they need or may not know is available, and reading material. |
| 1 | The seniors, head starts, and day care will not have access to any books. If we do not provide the service to them. |

What would you characterize as the greatest challenge facing your region's member libraries in the next five years?

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| 1 | 1. Funding issues 2. Internet bandwidth |
| 1 | As always, lack of funding to maintain needed services to the communities served. |
| 1 | BUDGETS |
| 1 | BUDGETS! |
| 1 | Budget problems to me seems to the greatest challenge they will face over the next 5 years |
| 1 | Financial and technology |
| 2 | Funding |
| 1 | Funding, pure and simple. It all comes down to money. |
| 1 | Having enough money to run their libraries at the same level as present. |
| 1 | Increases in services required with a decreasing budget. |
| 1 | Keeping the library with its many assets meeting the needs of its people. |
| 1 | Keeping up with Technology. |
| 1 | Lack of unconditional funding, support and understanding of their importance to our communities! |
| 1 | Maintaining up to date technology. |
| 1 | Member libraries greatest challenge in the next five years is keeping up with new technology. |
| 1 | Processing, ordering, outreach service, tech support, and having someone to advise them. |
| 1 | Securing sufficient local funding. |
| 1 | Staffing & funding |

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| 1 | Technology updates and the funds to upgrade our there libraries. |
| 1 | The greatest challenge facing every library will be funding and staff. |
| 1 | The greatest challenge facing the region is keeping up with technology needs. |
| 1 | lack of budget |
| 1 | The poor need access to high-tech opportunities to empower them with knowledge and equip them with productivity skills and directly help reduce poverty. The lack of money is one of the greatest challenge to our libraries, along with old buildings, lack of qualified staff, poor collections, and outdated equipment. |
| 1 | Without the regional library, most of the local libraries will have to learn how to catalog their own books which will be at a great cost to them besides the time it takes to do this. Some of the smaller ones do not have the people or the funds necessary to do this |
| 1 | The greatest challenge facing member libraries in the next five years is maintaining funding in order to meet patron expectations for physical items and Internet connectivity. Improved and/or expanded bandwidth is already a known issue. |
| 1 | Money not only to expand to meet the growing demands, but enough money to maintain the level they currently hold. |
| 1 | The larger libraries will have major problems getting money for technology. As will the smaller ones, only on a larger scale. Being able to match grants will also be a problem. Paying for materials that will be preprocessed (plus the MARC records for circulation systems) will be an added expense. Especially for the smaller libraries. |
| 1 | I think the biggest challenge is how to get by on less money and not cut services to the patrons. Most of our libraries already get by on very little of their own money. They will need to stay up on the newest technology, the new best sellers, and figure out what collections their patrons need the most. This is where we come in. We offer assistance with whatever they need. I personally have helped them decide what to order, cataloged, processed, delivered materials, inventories, weeding, filled in when librarians had to be out due to emergencies, and much more. |
| 1 | Funds, of course. I see a huge increase in the amount of computer usage in the libraries as opposed to checking out books and materials. |
| 1 | Technical difficulties maintaining and keeping computers up and running, deciding what programs and software are reliable and money problems with having to hire additional staff to catalog materials. I also don't think they will be able to do outreach because of the extra expense. |
| 1 | Finding the funding to internally do the services they are used to receiving from the regional library. |
| 1 | Lack of finances is what I think of first. This means that libraries will have fewer resources to work with and less people to do more work. This makes what we do even more crucial as we provide materials that are ready for use, training, and support in many areas including political, statistical, and technological. |
| 1 | Finding the money to upgrade our network and be able to stay current with the ever changing pace of technology. |
| 1 | The greatest challenge libraries face will continue to be a lack of support from the State of Tennessee and any other funding body. If the Region's services are eliminated the libraries will not be able to have their materials out to the public in a timely manner. A library is all about providing service and one is getting out the materials. Cataloging, processing, choosing and ordering materials takes time that libraries do have to spare. You cannot serve the public while doing these duties. I know this first hand as a cataloger. |
| 1 | Professional services, training and in-services are invaluable in keeping with changes in library law and updating your services. Technology support is a must with libraries. If we are to keep the public informed and up to date on the latest technological advances and provide library users with the tools they need to be informed we need to have computers that work well and are updated. Library staff need to know how to help their patrons while using a computer and technical support provides this service. A librarian cannot do it all, they need help. The public expects a lot from its library. We want to be able to provide those services. They |

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| | look to the library for help. Public libraries are servants just as State employees are servants to the people of the State of Tennessee. |
| 1 | Having the funds to process their collections and enough staff to handle the work load. Forked Deer buys all the supplies to cover, tape spines, labels, audio cases & fabric sleeves for all the processing. We do this so they will have all their allotted funds just for books. Not having enough staff to do ANY outreach in the community or their entire county. I do not see any outreach being done without the regional library's help. We do not have one library in our region that I would call over staffed at all. Everyone is doing all they can in a day's time. |
| 1 | Being viable and visible. Viable in that they can offer patrons what they want - the latest materials, fast and readily-available computers, factual and plentiful information, and someone who can help them do what they need to do at the library (how to look up info, how to use a computer, someone to check out their stuff if they don't have a self-checkout station). Visible in that the public can locate the library as quickly as possible and in as many ways as possible. Road signs and newspapers are still great, but the libraries will all need to have an internet presence (to provide easy and convenient 24-hour access to an OPAC and the library's circ system to request, renew and download library materials, to advertise services through library web pages, to join and promote library use and activities through social networking sites) to appeal to a younger, more tech-savvy generation and hopefully expand their patron base. Being viable and visible are vitally important for library growth. |
| 1 | Having to keep up with all the advances in technology and at the same time do all their own ordering and cataloging and processing without any additional staff. And still find time to serve their customers. I believe most of the small libraries will not survive the changes that are coming. |
| 1 | Keeping up with emerging technology and maintaining an adequate budget to purchase new books and other materials. Also keeping the staff to provide needed services. |
| 1 | Funding issues. Keeping up with the changes in types of items offered. Downloadable for example. |
| 1 | The cost of books and processing are increasing as is everything else and they are on such limited budget that they will not be able to afford books, etc. without the help of the regional libraries. |
| 1 | Having enough funding to keep up with the growing needs of the community. Public libraries offer free entertainment/services to everyone and the need for these services keep growing because of the bad economy. |
| 1 | Shrinking budgets to meet the needs of the public and to continue the services they are now accustomed not only with funding, but with quality, trained staff. Outgrown space to expand computer labs and public access computer sites and no budgetary means to make the necessary changes. People want expanded service hours to accommodate their hectic schedules, and most libraries struggle to offer the hours they do with the staffs they have. If public libraries pick up some of the duties of regional library service, then they must have the staff to accomplish the task. Are they willing to do this? I feel that public library boards are going to have to decide and prioritize what they are willing to tackle with the funding and staff they have currently and go from there. |
| 1 | Lack of money, and if the regions go away no way of processing their materials, or adding and deleting their material on the state wide database, or having the rotation of materials every three months that they can't afford themselves. |
| 1 | The need and use of more and more electronic resources. There are already more computers in most of our libraries and the space is very limited. The need to additional space added to the libraries is a big concern. Keeping the circulation systems up to date, most of our libraries have a system that is no longer supported by the company and no additional upgrades are available. The low funding in most of our libraries has cut the amount on materials available to the public, in most cases the libraries themselves have no budget for materials and use only the money and materials that the region provides for them. The cost of books continue to rise, but the budgets do not and in some cases are being cut even further. |
| 1 | Finding the time, especially in the one-person libraries, to keep up with the latest in technology, books, DVDs, & audio-books. With the down turn in the economy, more people are using the library for computer services, such as resumes, unemployment benefits, and school work (all which is free), and the library staff |

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| | is always willing to help if needed. |
| 1 | In order to keep up with the "information age" libraries are being challenged to seek new technologies to engage their patrons. Unfortunately, new technology is expensive and budgets are not increasing and in some cases are decreasing. |
| 1 | Keeping up with technology and staying up on the new trends for managing their book collections without having an increase in their book budgets. They will also have trouble keeping up on their ordering and processing of library materials, which can be anything from donations, memorials, and bought materials. These materials can range from books, DVDs, CDs, audio books, Play-a-ways, genealogy and much more. Budgets will be a challenge to overcome with more and more services being dropped. These services may be continuing education and support to be able to keep abreast of the constant changes in the library world. |
| 1 | If the state and local governments cut library funding any more than they already have, just keeping the doors open will be their greatest challenge. |
| 1 | The greatest challenge I see for our libraries is in the technology and the knowledge and training they need to run the public library. Our libraries (14) have 1 MLS trained director. They do not have the knowledge they need to purchase and take care of the technology they need to fulfill the patrons needs. They do not have the training to do collection development and cataloging their library materials other than just adding a holding to a database record. Most go into panic mode when the words import and export are mentioned. But most of all they do not have the funds to carry all this on, and even if they received state funds could not physically handle the challenges. They cannot hire qualified staff now to help with these things, even when they have the money. The directors at our region are very caring about their libraries and helping the patrons to be served, but they can't do it alone. If they do have staff they are mostly part-time and it is hard to keep the work flow going when people are coming in and out. |
| 1 | In the next five years the greatest challenge the regions libraries will face is the funding of materials purchasing and staff hiring/preservation. The region plays an important role in both situations. Funding to purchase materials from books to computers is provided from state and federal grants and private non-for-profit organizations. These sources often require libraries to fill out many complicated forms as well as meet certain requirements. The regional library assists all its libraries with meeting these standards and assisting in the filling out of the various forms. Without the help from the regional library and the funding the library receives they would be hard pressed to find enough money to purchase new materials and keep staff at required levels to remain open. |
| 1 | With the technology age upon us, I believe keeping technical support and outreach will be very challenging. I think personally, we will not have any trouble getting people into the libraries for computer use, but keeping books available to people who want them will be more challenging. We need to encourage more importance on reading. Also, libraries are beginning to be more of a meeting place for people to communicate. Libraries will need more staff and monies to operate at such a fast changing pace. Smaller libraries will need more staff and help. |
| 1 | I would say the greatest challenge is financing and loss of staff due to finances. The economy has played a part in all of our lives. Our libraries do a great job but they can only be stretched so far. I worry that because of finances our communities libraries will be eliminated. The community libraries were opened because they were so far away from the county library. So being small they would be the first to go. Would the larger libraries absorb what they are doing? Probably not because of staff and finances. |
| 1 | Their need to keep up with the changes in technology and continue to provide the services the public is requiring under the current economic restraints. |
| 1 | In the next five years the greatest challenge the regions libraries will face is the funding of materials purchasing and staff hiring/preservation. The region plays an important role in both situations. Funding to purchase materials from books to computers is provided from state and federal grants and private non-for-profit organizations. These sources often require libraries to fill out many complicated forms as well as meet certain requirements. The regional library assists all its libraries with meeting these standards and assisting in the filling out of the various forms. Without the help from the regional library and the funding the library receives they would be hard pressed to find enough money to purchase new materials and keep staff at required levels to remain open. |

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| 1 | The libraries are short staffed over worked and have no money for materials. If the local libraries have more work put on them they wouldn't have the staff or funding to do the added work load. The region provides many services that most people don't realize. The region assists and advises local library boards and staff on policies and procedures, conducts public relations programs on the local level for civic groups, keeps local and state officials aware of budgets, assists local librarians and boards with construction grants. The region assists with inventories of local and regional collections. The region provides continuing educations and encourages trustees to attend local and state conferences. Technical services would suffer as well. |
| 1 | Funding for materials and staff--technology--how to do more and more with less and less and still maintain the level of services the public has come to expect. |

Do the smallest libraries in your primary region face different challenges than the medium and large-sized libraries in your region? If so, what are they and how do they differ?

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| 1 | Smaller budgets=smaller libraries. |
| 1 | The small libraries might have a great problem keeping an adequate supply of new materials. |
| 1 | yes, because of lower budgets, less staff, |
| 1 | The smaller libraries are sometimes run by only one person and with all the duties they have, such as ordering books, processing those books, computer questions, answering phones and not to mention trying to put together a program to bring people in is staggering to what they do. Trying to do all that and do a good job is hard. Also, not having support from your local county sometimes can be very discouraging. |
| 1 | Our smallest libraries face budget cuts that they can't handle. They are struggling as it is financially. They are one-staff libraries doing a lot with the little they have. The regional offices try to help them as much as we can. They just don't have the resources or staff that the other libraries have. They have to be very inventive to move forward. |
| 1 | Smaller libraries definitely face the same challenges as the larger libraries. But they have very limited resources. |
| 1 | No. The automation system and the combined catalog along with the regional courier service has equalized the services of the libraries in our region. |
| 1 | The smaller libraries face many of the same challenges; they just don't have the staff to handle them as well. |
| 1 | The smallest libraries depend on being able to rotate a collection of book every 3 months. Losing this service will leave their collection stale. The Regional Service provides a new collection of books that can be rotated to another library in a few months. This leaves new and different books that are vital to our smaller libraries. |
| 1 | Small libraries must compete with their small community tax base for funding. Meeting MOE becomes more difficult each budget year. The regional library provides services to them they could not afford on their own. Outreach service to these libraries allows for the exchange of materials including large print books, DVD's, Playaways, etc. Without this rotation of materials these libraries would need much larger book budgets and the staff to constantly weed in order to keep the collection from becoming stale. Rotation allows these libraries to provide fresh materials to their users with no cost to them. The region also offers technical and professional help that is invaluable to these small libraries, again at no cost to them. |
| 1 | Yes. Adding more jobs would put additional burdens on already straining budgets & staff. Smaller libraries are already short staffed. Many do not have catalogers or tech support and are not able to afford the expense of hiring them. |

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| 1 | Yes, the smallest libraries are generally in rural areas and are more dependent on our networking services. |
| 1 | Smaller towns who are struggling now to keep up cannot afford to add staff to the library. I can't imagine adding ordering for with state funds for their collection, receiving in the orders and pricing in, cataloging, covering and then shelving. Plus doing the outreach and children activities, oh and don't forget the book club for their older readers. Plus they have to take care of the check out station and computers. |
| 1 | The smallest libraries in the Watauga region have a bigger problem with slow Internet connection. The larger libraries use a separate Internet provider, while the smallest share the regional Internet connection with some of the middle-sized libraries, making bandwidth more narrow. |
| 1 | The smaller libraries do not have the staff to catalog and process materials like larger libraries. They also do not have the staff who can perform computer updates, installation and repair. |
| 1 | The smallest libraries have some unique and some of the same problems. Usually there is only one employee and that is the Librarian. It is unrealistic to expect one person to do it all. To run a library, keep in functioning and updated, it needs help. We are the help. A small library has trouble keeping a librarian due to low salary. Turnover rate can be high. Training takes more time as the librarian has no experience working in a library. They are more dependent on support services, professional, technical, cataloging, ordering, processing and programs. Taking part in the State wide Summer Reading Program is always a challenge for small libraries to find local support. We are able to provide programs and materials. The materials that are housed in the smallest libraries are filled mostly with Regional materials as small libraries do not have the resources to fully stock a library adequately. Rotating those materials provides users with the latest materials needed. Housing for these libraries is also a challenge. Libraries in small communities get the leftovers when it comes to buildings, this has improved. Some had leaky roofs, no plumbing and no climate control. Hours of operation is of concern, due to limited funds the hours the libraries are open can be a tight window and not accessible to all. Small libraries provide small communities with a jump start in learning. They are the "kitchen" of the community. |
| 1 | Our smallest libraries only have one employee, therefore do not have the staff to handle any outreach services or processing/cataloging/ordering of materials. Most of them also have no local funds allocated for books or materials. Larger libraries have more staff. |
| 1 | Yes they do. Their budgets are smaller and some of them only have one other staff member. They don't have the staff to do all that needs to be done. They struggle to do much more than check in/out books and keep the computers running. In my opinion, they depend on us more than the larger libraries. |
| 1 | They don't have the local funding support. It is usually a one person library. They don't have the money for supplies for processing or the time to do the cataloging and processing themselves. Books will be placed on their shelves not processed and not on the state database. Larger libraries usually have more staff to do the work and are better funded locally. |
| 1 | Yes, they don't have the money for materials to process their local owned materials. Or pay for preprocessing. Most of our smaller ones don't have circulation systems, but the ones that do will have a budget problem there also. |
| 1 | The main difference between our branch libraries and our larger libraries is the lack of reading materials, audio-visual aids and high-tech equipment and, of course, money as usual. |
| 1 | The smaller libraries are a one person show. They have to juggle every aspect of running the library daily. They are also located in smaller towns with very little local funding. The medium and larger-sized libraries have more staff and receive more local funding. |
| 1 | In my opinion, the demand on the staff in a small library is greater than in the larger libraries. Small libraries are often run by a staff of 1 or 2 people. When you are the only person in the library and patrons want to check out, fax, get on computer, renew books by phone, and need help locating a book. It is overwhelming. In larger libraries, different staff members can help with the patron load. In small libraries the entirety of the workload falls on 1 or 2 people and they usually have shorter hours. Small libraries have issues finding staff with the technical skills beyond basic computer knowledge. |
| 1 | Yes they face different challenges. The smaller libraries have the same demands as the medium and larger libraries with much smaller budgets. Medium and larger libraries can process there local material but the |

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| | smaller libraries don't have the money to process and the people to make that possible. The smaller libraries don't have the ways or means to carry book into their community as the larger libraries may be able to do that. |
| 1 | The smaller libraries could not exist without the help of the regions. It would be hard for the medium libraries as well. The small & medium just don't have the staff and money to operate. It would be easier for the larger libraries. |
| 1 | The smaller libraries are generally a one- or two-person operation. They have practically non-existent budgets. There is no way they will be able to afford the services they currently receive from the regional library. Also they would require additional personnel to perform those services and they are seriously strapped for budget money already. |
| 1 | <p>The smaller libraries in the region face a number of different challenges that the larger libraries are better equipped to handle. From room to grow both the physical space of their libraries and the number of materials in their collection as well as the number of staff and the maintenance of their computers, small libraries are a great disadvantage to the larger libraries in the region. These hardships are why the regional library is so important to their day to day operation. The smallest of the libraries serviced by the region are in economically depressed areas. With a smaller cash flow from community donations and a greater need for the important services the library provides, these small libraries need all the assistance the region supplies.</p> <p>The smaller libraries in the region have no money to expand and nowhere to expand to. Their collection takes up every row of every shelf. The children's area is small. The area for their computers, an integral part of the modern library, can feel cramped and difficult to work in. The available room to do other work, such as cataloging, processing, and office work, as well as other services, such as reading time, community meetings, and classes is minimal. Small libraries do not have the money to hire a dedicated computer tech to keep their systems up and running in case of a breakdown. The regional library along with the state library and archives provides this assistance. Without the tech services offered by the state these smaller libraries would have no way to fix various computer problems except by hiring an expensive outside contractor. As is obvious smaller libraries sometimes have an even greater need for the many services provided by the region and the state.</p> |
| 1 | Yes, the smaller libraries usually have only one employee and they will not have the time to learn the skills needed to run without the help of the regional library. Also, they are run on very limited funds. |
| 1 | Our smallest libraries for the most part only have funding for one paid employee. This person does everything from circulating material to cleaning the building, they will not have time to do ordering and processing of locally owned materials. |
| 1 | Our smaller libraries have only 1 employee, little money for need supplies, and they don't have the time to process their own materials, because they don't get the hours our larger sized libraries have. |
| 1 | The smaller libraries are limited with funds even with the State's help. If they don't have that support they have no way of providing for their patrons. The smaller libraries have one employee that usually hold another job. So they have no extra time for continuing education. |
| 1 | The smallest libraries in my primary region face different challenges are they may often be a one to two person staff. Staff are not physically able to do all the work needed to be done as libraries are absolutely now becoming community centers. |
| 1 | These are tuff times for funding. A small library will suffer greatly. Officials in local government find funding libraries just to meet minimum standards unnecessary. They still think that all patrons do at the library is check out books. Not to mention that medium and large-sized libraries are also have trouble funding a book budget. They truly need our help (regional system) in doing so. |
| 1 | Funding, staffing and keeping up with rapidly changing technology are significant challenges for any size library. Apply that to the one-person libraries in which the librarian also has to sweep the floor and clean the bathroom, and one wonders why so many of them are willing to do it. |
| 1 | All libraries are facing the challenge of funding to keep their programs going. The medium and large libraries can possibly eliminate some programs, while the smaller libraries do not have the programs to eliminate, thus causing a more drastic negative effect on the smaller libraries. |

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- The smaller libraries in the region face a number of different challenges that the larger libraries are better equipped to handle. From room to grow both the physical space of their libraries and the number of materials in their collection as well as the number of staff and the maintenance of their computers, small libraries are a great disadvantage to the larger libraries in the region. These hardships are why the regional library is so important to their day to day operation. The smallest of the libraries serviced by the region are in economically depressed areas. With a smaller cash flow from community donations and a greater need for the important services the library provides, these small libraries need all the assistance the region supplies.
- 1 The smaller libraries in the region have no money to expand and nowhere to expand to. Their collection takes up every row of every shelf. The children's area is small. The area for their computers, an integral part of the modern library, can feel cramped and difficult to work in. The available room to do other work, such as cataloging, processing, and office work, as well as other services, such as reading time, community meetings, and classes is minimal. Small libraries do not have the money to hire a dedicated computer tech to keep their systems up and running in case of a breakdown. The regional library along with the state library and archives provides this assistance. Without the tech services offered by the state these smaller libraries would have no way to fix various computer problems except by hiring an expensive outside contractor. As is obvious, smaller libraries sometimes have an even greater need for the many services provided by the region and the state.
- 1 Money, money, and money. They never have enough funding and staff. While larger libraries may have funding issues too, there's no comparison between having enough money to keeping the library doors open, as opposed to having the materials budget cut 5% to 10%.
- 1 Yes, because they are very under staffed and do not have the time to do all of the services provided by the regional library system. Most small libraries have one person as librarian and a part time or substitute person. This gives them very little time to do clerical work.
- 1 Yes, we have libraries and branch libraries that get NO support from the local level. In certain areas the local level having to meet the state's maintenance of effort agreement has been the only factor in keeping some libraries open. Our smaller libraries have fewer resources available to them.
- 1 Our smallest libraries are mostly in the poorest and rural counties. These libraries only have 1 staff member to handle everything. The medium and larger libraries tend to be in less rural areas and have at least 2 full-time (or more) employees that can assist the librarian.
- 1 The smallest libraries in our region are mainly a librarian and a part time person or volunteer to help out. But they are in the neediest parts of the region. The patrons there cannot afford to have the resources such as Internet access at home and the town or county itself has very little funding. The support from technology to book ordering and cataloging is impossible for them to get other than what we provide. The medium libraries have most of these issues, but usually have more staff to help out and a little additional funding.
- 1 Many times the same challenges are simply amplified. Sometimes the resources and money are so little that they are just trying to keep the library open and functional. Most libraries do not have enough space and certainly do not have enough people to catalog/process extra materials, deal with technical issues, and certainly can't provide extra services to their county. This also shows the importance of consulting opportunities with library directors and board members to help with these many challenges.
- 1 Oh my, yes! Our smallest libraries in Reelfoot Region may not survive without services from the regional center. There are four such libraries in the region. None have a book budget and rely on the regional collection, LSTA and state dollars, gifts, donations, and memorials to provide some sort of collection for their patrons. One has a regular staff of two, the other three have a staff of one with a small number of volunteer help. Those particular libraries depend on us not only for collection development, but cataloging and processing of materials. There is little or no supply money at two of the four libraries. They could not offer computer use to the public without the technological support from the region to keep the computers up and running. I find that a large portion of my time is spent with them on statistical reports, budgeting and bookkeeping help. They depend on the Regional Director to keep their boards informed of requirements and pertinent updates and to help with policies and procedures. The ILL courier service we are providing has been a blessing to them. Their patrons have use of 13 other collections for materials at no charge to them. The library saves substantially on shipping costs involved had those items been mailed. I spoke earlier of poor materials and supply budgets. Most have budgeted funds to pay utilities, communications, and personnel costs. Three of the four are even required to keep the facility clean - - bathrooms, too! Our

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| | medium and larger sized libraries still face challenges daily, even though their budgets are higher, and they have more staff members, plus larger facilities. They see many more people walk through their doors daily, but the people want the same services that folks do at the smaller libraries. |
| 1 | The smaller libraries do not have a budget or a very small one. They also have a small collection of books and it would be hard for them to help the people in their area and also outreach. |
| 1 | Yes they face different challenges. The smaller libraries don't have tech staff that can do simple maintenance on their computers. Medium sized libraries may need help sometimes, but not often. The larger libraries have their own tech staff that handle all there tech problems. |
| 1 | They all could use more funding. However, smaller libraries are at a disadvantage in that they struggle with less funding to deliver the same high-quality service in an adequately-sized, safe environment that larger libraries are more readily able to deliver. They are often under-staffed, have a smaller selection of new materials, services and programs to offer their patrons and have a harder time replacing old equipment and purchasing new equipment, software and peripherals due to lack of funding. |
| 1 | If the clerical hands at our Regional Library are cut, the public libraries will suffer because they do not have the staff to complete the tasks that we do for them. Several of our small libraries only have a one person staff (which some are not even open a full week) would cause them hardships trying to accomplish all that would expected of them. At our region we try to do as much for them as possible leaving them open to have time for their patrons, reports, book selections, etc. |
| 1 | The small libraries depend completely on us. We have many libraries staffed by one person only and they do not have the book budgets or the training to purchase, catalog or process their materials. They depend on the materials we provide and local donations. They depend on us for all their technology support and to keep them updated on any grants available and training to help them assist the public using their computers. |
| 1 | Yes, we have several libraries that have very little or nothing for a book budget. They will not be able to afford summer reading programs or any programs, new books, any technology help or staff to help with everyday duties. They differ because it is usually one person taking care of the library and they are not able to give their attention to anything but their patrons. So they need continuing education, support in ordering and processing and help with technology. Sometimes our library's just need to know that we are here to help them for any occasion that might arise. |
| 1 | The small libraries don't have the money to buy many books, supplies etc. They also can't afford to pay staff who can catalog and process books and materials. We help purchase their books and we also catalog and process all of their state purchased material. Many of our small libraries depend heavily on donated books. We catalog and process most of the small libraries books and materials. The supplies used to process these local books are very expensive. I am sure they would not be able to afford to purchase these materials or process them. |
| 1 | Yes, they don't have the money or the staff that the medium and large-sized libraries do. They are not able to buy the materials needed and the staff that's needed to process the materials. |
| 1 | They face many challenges that the others do not face, such as cataloging, training and technology. They have no one to keep the library open when they go to train, but also they do not have someone to come in so they can train online. They do not have areas to hide so they can carry on a webinar. They also have no free time to do computer maintenance unless they stay after the library closes and they are never paid for the extra hours. This maintenance can take several hours if the library has several computers. We have 3 one staff libraries and the least number of computers are 6 they have to handle. Our small libraries have issues with cataloging because they have no time to do it. They only get AGENT opened to try to add a holding and they are interrupted to do circulation or they are ask to do computer assistant by a patron. They could get volunteers to help with some daily jobs but there are none available in most towns. They have tried to do volunteer programs but no one shows up that really wants to work. |
| 1 | I cannot say I've noticed a difference in the types of challenges between the smaller to larger libraries. It seems they all face the same problems of budget woes, short staff, growing public demand for services, and political shortsighted gains that do not favor library's interests. The only difference is possibly the scale of these problems. |

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| 1 | All of our smallest libraries do not have a book budget at all. The books they get from us or the allocated money we give them is all they have to buy books for the library. |
| 1 | The smaller libraries usually have ONE librarian and the library is the "hub" of the city. This is where the community goes for computer use, copies, reference materials, reading and entertainment materials. Since the recession, there are more and more people using the library resources for job hunting, free programs and entertainment. This One librarian has to do everything. |
| 1 | The smaller Libraries have even less staff usually volunteers and depend on the Regional Libraries to catalog their materials and assist with technical problems. I think they are important because the people that use them live in rural areas and need the services that are offered by our library system. |
| 1 | Yes, for most have a one person staff and have very limited budget. Most cannot afford the cost of the processing and the cost of the system to put their books on the State wide data base. Most are also staffed with an elderly person that has no knowledge of the computer and what it takes to put a book into the system. |

Please feel free to enter any other information or comments that you wish to share.

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| 1 | I think it would be a terrible mistake to close regional libraries. |
| 1 | Regional Library's started with the mission of giving support to the communities and making their libraries self sufficient. The libraries have not come to that end yet. I realize that the Regions need to be restructured but they haven't finished the job that they were put here to do. With the restructure I do hope that it will be beneficial for all involved and that no one will be left out. Keeping the library's and the communities up dated with the latest information should be the ultimate goal of all of us. |
| 1 | On a budget of \$7,732,600 every citizen of Tennessee is or can be served by the Regional Library System. There are no restrictions by age, health or income for our services. Our citizens can visit any library in Tennessee, request a Community Service Deposit, log on to a computer and access READS or TEL. All of this and more is done with only approximately 77 regional staff state wide. Who provide: -Professional training and services to county and city libraries -Books and materials to supplement locally purchased books and materials -Computer installs, repair and troubleshooting -Database and circ system maintenance -Programming and outreaches services I feel our department provides the broadest range of services to all the residents of Tennessee in the most efficient and cost effective manner of any department of state government. |
| 1 | The regional system was started because of outreach. I have been doing this for thirty years and have seen many changes. Our people in our region depend on this service. They use our books. CDs, and other things we provide for their lesson plans. We perform puppet shows for our Head Starts and some children have never been to any puppet shows before. The selection of books we provide cannot be provided by the libraries because they have limited funds and books. Our service is important to all our stations. These people do not have time or transportation to go to the library for books. Our people will sorely miss this service. |
| 1 | The public libraries need the help of the regional system. Was the regional system not started to help out the needy in the first place. Seems like with the economy is such a bad state why take away this service that works. |
| 1 | I have to be truthful in saying that I know the time has come to revamp the regional library service for Tennessee libraries. The times demand it. In May, 2011, I will have happily served the Reelfoot Region for 34 years. I started out as a 19 year old typist for the catalog cards that were produced from the region for us and the 13 public libraries we serviced. I have worked the bookmobile in good weather and bad. I have cataloged, processed, and inventoried the collections - - many numerous times. I've helped to move libraries |

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and to move collections for building repairs and new carpeting - - many numerous times. It has been amazing to see the changes in work flow from my beginning to the present. From manual typewriters to computerized terminals linked to obtain information in a flash and to accomplish work and reports so easily. It has been wonderful to know so many people and to establish close relations with those now like my own family. But I can also envision a future of streamlined services that will hopefully be of better benefit to the public we serve. We must make the most of every dollar entrusted to us toward this service. I'm ready, no matter the outcome. Thank you for the opportunity to speak.

1 Realizing that the Watauga Region has been considered to be "different" and sort of an outsider in the years that I have been employed here, I will share my personal thoughts and some information from a fiscal standpoint. The process of developing a combined regional consortium (6 county library systems, 3 city libraries 2 college libraries, 1 regional library) has not been painless in any sense of the word. However the dedication of the library boards, library staff, patrons, local government leaders and persistent regional directors have overcome the obstacles. The regional network (funded by E-Rate and our state budget) supports the automated library system funded by the local and college libraries. The network enables the sharing of resources through the combined catalog and a courier service run by the regional library. During the 12 years since the inception of the regional network, we have not received a state budget increase (with the exception of staff salary increases) and our staffing level has remained at 6 employees. We have provided the local libraries with state funding (approximately \$30,000 annually) as well as non-recurring and federal funds to select and purchase their own materials. The invoices are submitted to the regional office and we process the payments through the SOS fiscal office. The libraries process their own materials. The use of the combined system has generated additional funds as follows: \$ 47,500.00 grant from the state legislature for start up \$1,253,840.38 in E-Rate funds to support the network and \$ 639,318.00 in Inter Library Loan funds to purchase new materials by libraries Every single dollar and every staff position has been leveraged to provide the highest quality of service and access to materials to all patrons, whether they be in Johnson City (40 staff -65,000 patrons) or Mosheim (2 staff - 4,500 patrons).

1 This was very hard for me to rank the importance of the services. I think they are all important, especially to the smaller and medium sized libraries. They struggle to get by, and are very appreciative for all the help. I hope we can continue to be of great service to them.

1 We are here to assist our libraries with any needs they may have. I am open to any changes that can make our system even better than it is now. Thank you for letting us voice our concerns in this matter.

1 Our regional library does so much for all the libraries. We have tried to save them money any way we can. We do an ILL run twice a week for our region. We save them postage and gas money. They also get their books quicker. We also incorporate our Outreach at the same time plus deliver any processed books or anything else that needs to be delivered. Our catalogers are the best. They are quick and efficient. Our tech is probably the best in the state. We all contribute to the in-services that are held for our librarians. We all try to contribute to make each library the very best they can be. I have delivered books in my area on my way home when needed. I think each of us goes the extra mile to make sure the libraries get the best service from us. Outreach is very important to me personally. I feel we are helping to get books out to areas that might have a difficult time getting them. We help with programming. Anything we can do to get these children interested in reading whether it is a puppet show, just reading or by using crafts , we do it! We are a team that works well together for the good of all our libraries and stations.

1 The regional libraries play an important role in assuring that our communities around the state have the resources that they need to ensure a better quality of life for individuals and their families. School has become a very tough job for our children and they need greater amounts of resources, such as TEL, internet access, access to more books and materials and a place to count on for these items, such as our public libraries. Not only our children, but the adults who have lost their jobs and need a place to fill out applications and maybe even take online courses to better their education. We as a regional library help to make sure that things run smoothly and materials are purchased and cataloged quickly and accurately for our libraries. Without our help, these things may not happen and a down fall of services may occur.

1 The Public Library is a service from our state that is free to everyone, not for just a few. No matter of your race, creed, religion, background, financial status, etc.

1 This survey doesn't seem to apply to much of what we do here at Watauga. I find it unfortunate that there are 4 individual categories for cataloging and processing items in questions 3-5 while there is only one very

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broad category for technology. The focus on outreach I understand, but I think region's place in cataloging and processing items on a massive scale is outdated and overdue for revision. The future I see for regional and public libraries starts by addressing the technology needs of the public. As more businesses and government agencies require internet access for applications and services more demand is placed on libraries for being a community center for technology adding to the list of jobs that libraries already take on for the public. This shift is moving under our feet regardless of recognition. The world is changing and the time is now. The Regional system can play a part in approaching the demands that are placed upon the libraries by providing services similar to what we do here at Watauga.

1 This was a difficult survey since so little of it applies to Watauga. We allow the libraries (smallest to largest) to make their own selections, which then go directly to the libraries already processed at the company. The only cataloger on the regional staff works from the order lists to electronically drop in bib records and does not waste time handling materials. Staff at the libraries can add their items to the bib records at their convenience. This method gets the items into the patrons hands within days of ordering the items. The libraries like having control of what is being ordered. Even our smallest libraries (2 people) prefer this method. It is a much cheaper, more streamlined process and has been in use for over a decade. Another asset of having a shared automation system is the ability of patrons anywhere in the region being able to borrow from any other library in the region, including a university and a community college. Patrons of the smallest library have as much access to materials as patrons of our largest libraries, in other words, more equitable access. The regional staff supports this access through our courier service. Instead of moving cataloged items from the region to a library, our courier moves items from patron to patron. Last year the regional courier service moved over 60,000 items, comparable to a medium sized library. This helped to bring more funds into the region through the annual federal Interlibrary Loan money.

1 Our Regional Center gives a lot of help and support to our medium to small libraries. It would overload the State Library if the local libraries had to go to TSLA for everything they go to the regional center for.

1 I feel like our responsibility as a regional library staff, is to help the local library director in whatever way we can, to provide the needed service to the public.

1 As funding is cut and need becomes greater, the libraries in the Warioto region are more dependent on the services the region provides. Our communities also need the region's assistance both directly through outreach and indirectly through the services the region provides to the libraries that help them better serve their patrons.

1 The Regional Libraries provide services to the local libraries in professional assistance, technology advice and assistance, cataloging state and locally owned materials, and sometimes just moral support. All these things are important to them and the small and medium sized rural libraries have no other resource to call on for these much needed services.

1 I think there is a perception among many people today-including legislators and law-makers- that since the advent of the Internet, books are no longer relevant or important in libraries, the thinking being "you can find it all online." And by extension, libraries themselves are not important. The truth is though, the sum total of all human knowledge is found in books. And the public library is one of the most basic institutions of a community.

1 All of our libraries have access to the Agent Database, and are able to add their own holding lines and use the MARC records for their circulation systems. They are not able to create new records to the database or modify the body of the record. Sometimes there is not a record in the Agent database for them to use, and they usually send me the information for their materials, and I find a record for them or create a new one on the database and download for their circulation systems. Some of the libraries with circulation systems get the records from E-Z Cat (some can't or won't pay for the service). For the state's inter-library loan system, the library's holding lines need to be on a record in the Agent Database. So, a record has to be there. Some of our librarians in the smaller libraries won't use the Agent Database (they simply refuse to). But they will use the inter-library loan system. So, again, their holding lines must be there. There will still be new librarians hired in the future, when one decides to quit. There will be a need to train them on the cataloging process for Agent. Since I am the cataloger, that is my job. Or, if my job goes the way of the dinosaurs, someone will have to do that job. Our larger libraries are able to process their own materials and use the Agent Database.

I understand that the state is not able to support all of the regions, but hopefully, all the things that are needed will be put in place somewhere for someone to do for the libraries. :)

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| 1 | At all the places that our outreach serves, the people are always so grateful for the books and other materials we leave. The daycare centers are not able to send someone to the local library for the most part because some of them only have one or two workers there and they are not able to leave the children and go pick out books at the library and they sure cannot load the kids all up and take them because of insurance concerns. They depend on the regional library for this service. |
| 1 | I don't feel qualified to address these issues. To me all the things listed above are important and enhance each other. Outreach is important, and without ordering books, cataloging them, processing them, and providing those materials to the ones who need them. It's like saying to your body, you can lose a leg and you won't need it or an arm, all is important to make things work, and work well. It's true times have changed, needs have changed and I think Regional Libraries have proved that we are willing to do what it takes to keep up, but nothing can replace personal involvement that the Regional System provides. |
| 1 | All libraries in our area do not have the staff or budget to offer services to underserved populations such as rural communities, Head Starts, seniors, etc. These populations will be neglected and forgotten. |
| 1 | As a backup to the tech coordinator and as a cataloger, I know what we do for our libraries is important. There is no way that the smaller libraries can do any more than what they are already doing. We always have duties to perform and there is never any downtime. I work hard all day long and there is ALWAYS materials coming in to do and the phone is ringing off the hook for tech assistance and for request for MARC records to be added to the state databases. |
| 1 | The State Of Tennessee should lead the way in support of rural school, and public libraries! We also must take steps to ensure availability of necessary personnel, operating and capital monies for meaningful support of rural libraries and library workers. The education of our young people in this state should be the number one priority and keeping our library systems operating at full strength is of the utmost importance. |
| 1 | It is very sad that while the economy is down but the library use has increased that this is where the state wants to cut the budget. Libraries with the help of the Regional Library system have so much to offer the people everywhere from computers (help patrons look for jobs because they don't have a computer at home), children's programs, teen programs, and for some people the library is the only joy they have because it is a free service. |
| 1 | Tough financial choices must be made during times of hardship with all understanding. Our leaders must make these sometime difficult choices based on the facts and situations at hand. My hope for the outcome of the regional library system reorganization is that decisions are made carefully regarding services needed. In a world where we think nothing is free, knowledge is always free at the library! And that is a powerful product. Thank you for allowing our thoughts and concerns to be considered. |
| 1 | I realize that it is the smart thing to do to take a business approach to the running of all state programs, because most people do not want to pay more tax, but you must think about the people involved and the needs in each community. All of the people in our region and the libraries we serve have taken a strong look over years at all the programs we do and tried to adjust accordingly. We have trained our staffs in the libraries to do what they are capable of doing. We try not to bind them to our ways. They let us know what they need and we try to figure out the best way to handle this situation. One example has been our Inter-library Loan weekly pickup and delivery to each library in our region. We have saved the libraries 1000's of dollars of their budget which has allowed them to do more with their budgets. Yes it has cost us some gas money and staff time, but it works. Our libraries need us to help them with what will make their abilities to serve their communities easier, better and supply the information the patron needs. |
| 1 | Concerning the restructuring of the Regional Library system. I would see the need for the changes if the goals had been met by the State and local governing bodies. The goal of the Regional system was to get the libraries self sufficient. This has not happened. The Region has endlessly tried to secure full funding for libraries to achieve this goal. This was to provide for adequate staff, space, computers, materials, etc. Until this goal is achieved I feel the services of the Regional Library system is vital for the functioning of public libraries. I feel this cut will be a set-back for the public libraries and the services they offer. We do so much with the budget we have, we get the most bang for the buck when it comes to rotating materials, technical, professional, and processing materials. As an extension of public libraries we provide the out-reach services to those most deprived, the "facility bound users". We are the frame work, the support, the structure that provides the behind the scenes work that is needed to make the libraries work.---Thank you. |

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| 1 | Large and libraries should have no trouble cataloging and processing their own material with proper training. Mediums and small libraries lack the staff to do their cataloging and processing. |
| 1 | My suggestion would be to contact and talk in person with the directors and staff of libraries, daycare and Head Start programs across the state and get their perspective on stopping outreach services. We do have a few libraries in our region that have more than one person on staff, that feel they could do processing and add and remove holdings to the state wide database in a timely manner. However most of our libraries doesn't have the staff nor resources to do this and it could be years, if ever, that our smaller libraries would be able to stand alone. |
| 1 | This survey is not exactly clear as to whether regional personnel are being asked to rate regional services offered to member libraries from the regional viewpoint, or from the viewpoint of what we believe the public library considers important. What the regional staff may regard as an important service provided to a public library may not be a service the library thinks is necessary. Therefore, the survey should also query the public libraries about what they deem are essential regional library services. |
| 1 | As funding is cut and need becomes greater, the libraries in the Warioto region are more dependent on the services the region provides. Our communities also need the region's assistance both directly through outreach and indirectly through the services the region provides to the libraries that help them better serve their patrons. |
| 1 | Taking away regional library services will put the burden of paying for those services directly on the library. Many of the larger libraries will be hard pressed to maintain the level of service, and many of the smaller libraries will be in danger of disappearing completely. The way I see it, they will be forced to choose which services are most important to their library/community and will focus on the extra effort to continue to provide those services. Other services will have to be dropped. They will not be able to afford independent technical support for their computers. Technology in public libraries will take a drastic downturn, just when technology is needed most. |
| 1 | Clinch-Powell's smaller libraries, in our more economical challenged counties will not be able to provide the services that the regional library provides. They will not have the staff or money for processing locally books and A/V material. They will not have time to maintain the AGENT data base or order books and keep track of their budgets. Clinch-Powell still has whole counties that cannot afford a circulation system. |
| 1 | I am very proud to work at Upper Cumberland Regional Library and with the loyal and hardworking staff who always does their utmost to deliver fast, courteous and professional service to all of our 16 libraries. We may not be the best but I feel we're close to it. |